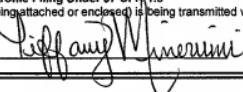


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Paul Harold Donnelly, III et al.
Serial No.: 10/701,821
Confirmation No.: 7328
Filed: November 5, 2003
For: EXTENSIBLE AND DYNAMICALLY-CONFIGURABLE
PROBLEM-REPORTING CLIENT
Examiner: P. Kim
Art Unit: 2169

Certificate of Electronic Filing Under 37 CFR 1.8
I hereby certify that this paper (along with any paper referred to as being attached or enclosed) is being transmitted via the Office electronic filing system in accordance with § 1.8(a)(4).

Dated: 1-14-10

Signature: 

AMENDMENT IN RESPONSE TO NON-FINAL OFFICE ACTION

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

INTRODUCTORY COMMENTS

In response to the Office Action dated January 28, 2010, please amend the above-identified U.S. patent application as follows:

Amendments to the Claims are reflected in the listing beginning on page 2 of this paper.

Remarks/Arguments begin on page 8 of this paper.